



Standing Committee on Health and Community Wellbeing

Inquiry into Annual and Financial Reports 2022-2023 **ANSWER TO QUESTION ON NOTICE**

Asked by: **Ms Leanne Castley MLA**

Reference: Hearing on 16 November 2023, Annual Report of ACT Health Directorate

In relation to: Digital Solutions Division and NTT data server

(1) Does NTT provide server hosting services for the Digital Health Record (DHR): if so (a) how was NTT selected (b) did Digital, Data and Technology Solutions (DDTS) already have hosting with NTT: if so, why was NTT engaged separately (c) what is the cost of the Digital Solutions Division's (DSD) or ACT Health's contract with NTT (d) were DSD/DHR systems hosted with DDTS moved to NTT: if so (i) what systems and (ii) how much did this cost (e) what is the price difference between DDTS and NTT hosting these systems (f) how much has ACT Health/DSD spent on NTT to date (g) is this spending in line with or does it exceed forecasts (h) have there been any support issues with NTT: if so, what issues (i) why was it considered necessary for DSD/ ACT Health to have separate hosting services with NTT (j) does the contract with NTT provide any other solutions which are not related to DHR: if so, what other solutions (k) how much has it cost to move these systems to NTT (l) was this budgeted for: if so, under which program or programs?

Minister Rachel Stephen-Smith MLA: The answer to the Member's question is as follows:

- 1) Yes.
 - a. NTT was selected through a public tender procurement process (see contract GS001054.110 on the Tenders ACT website).
 - b. No DDTS did not have an existing hosting arrangement with NTT. NTT were engaged separately for the following reasons:
 - (i) DDTS was unable to provide assurances that hosted clinical solutions would be able to meet the availability and support requirements. The availability required for clinical operations is 99.99 per cent (and in some instances 99.999 per cent) and 24/7 fully managed monitoring and support across 365 days a year.
 - (ii) DDTS was unable to meet the value for money assessment under current offerings, with cloud-based services via DDTS including a 25 per cent premium against market benchmarking.
 - (iii) DDTS was unable to meet the dynamic scalability needs of the DHR to ensure a responsive user experience during times of peak load.

- (iv) DDTS was unable to guarantee required service levels for a cloud hosted system, equal to or better than the DDTS service levels for services hosted in ACT Government owned data centres.
- c. The deed is up to \$110 million (excluding GST) for the DHR and related systems hosting between 23 December 2020 and 22 December 2026. There are 66 systems/components relating to the DHR that are hosted with the DHR that require the same hosting services as the DHR. These systems/components could not be hosted with DDTS for reasons identified in b.
- d. Yes.
 - (i) The following systems have been migrated from DDTS to NTT – Labguard, Codefinder, Epiphany Cardiology, PBRC, Sectra PACS, RedCap, BioRad, POCCellerator, Pyxis, Ventana, Heyex, Vaultstream, Winscribe Workflow Manager, MyMeal, Healthlink, Riskman, SynapseCV, Provation, Clinical Patient Folder, Breastscreen, Nexus, Mesals, Baxter GBX, Trakkaweb, Cardiobase, Corepoint and Gemweb.
 - (ii) The cost to migrate the above systems from DDTS to NTT was \$704,886 (excluding GST).
- e. The DDTS hosting arrangement was not adequate for the DHR and related systems – more information below in response to i. There is no price comparison for the reason DDTS hosting arrangements was not adequate for the DHR and related systems.
- f. Total expenditure from July 2020 to 31 October 2023 was \$53,300,723 (excluding GST).
- g. This expenditure is in line with forecasts.
- h. I am advised that there have been some contractual and operational service issues, and that service issues have been addressed expediently. The main issues that have been resolved are:
 - (i) NTT adhering to service coverage, response and quality expectations within the contract, and
 - (ii) NTT providing dynamic scalability of infrastructure services to meet the needs of the DHR.
- i. The DDTS hosting service was not adequate due to the reasons outlined at b)i-iv):
- j-k) Yes. NTT provides other solutions not related to DHR. The cost to move these systems to NTT are:
 - (i) RedCap – this was migrated as part of an emergency response to the COVID-19 pandemic, at a cost of \$47,740 (excluding GST).
 - (ii) Labguard – this was migrated as part of an emergency response to the COVID-19 pandemic, at a cost of \$7,645 (excluding GST).
- l) This was funded under emergency protocols implemented during the peak of the COVID-19 pandemic.

Approved for circulation to the Standing Committee on Health and Community Wellbeing

Signature:



Date:

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By the Minister for Health, Ms Rachel Stephen-Smith MLA